

HHS Radio Maintenance

10/1/03 – 9/30/04

Mobiles and XTVAs

- Motorola Service Shops (MSS)
- Federal Technical Center (FTC)
- Preventive Maintenance and Repairs
- Complete radio systems
- Secure Modules

Mobiles

EQUIPMENT/SERVICES NOT COVERED

- Antennas
- Removals/ Re-installation

Repair procedure

- If you suspect a problem with your radio
 - Call your local radio shop (MSS) to schedule a service appointment. If you don't know the shop to call ask your designated OI radio coordinator or call Jeff Hendricks at 703-444-7890.
 - The radio shop will repair the radio. If they can't repair the radio they will troubleshoot it down to the box and then send it to the FTC for repair.

Repair procedure cont.

- If the problem is determined to be the mobile antenna, you will be asked for payment information to pay for a replacement or repair.
- If the problem is determined to be the **portable radio** in the XTV, you will need to fill out the Return Material form and send the radio to the FTC for repair. **ALL PORTABLE REPAIRS MUST BE COMPLETED AT THE FTC**

Repair Procedure cont.

- If the problem is determined to be the power amplifier. The MSS will call the manufacturer of the power amplifier (Crescend Technologies, L.L.C.) at 847-593-1213, to get a RMA# and shipping information.
- MSS will ship the amplifier to Crescend Technologies for repair

Portables

- All portable repairs and Preventive Maintenance must be done at the FTC.
- Batteries and antennas for the portables are replaced if needed
- HHS must use the return material forms to send units to the FTC for service
- Please see attached (fm6901 ver. D) form in .xls format

Power Amps

- MSS will do the initial troubleshooting and repair of amplifiers
- If a problem arises that the MSS can not handle, the MSS will send the defective unit to the Original Equipment Manufacturer (OEM) for repairs.

Important Contacts

- Jeff Hendricks – Motorola Service Manager
(703) 444-7890
- Federal Technical Center general number
800-969-6680
- Identify yourself, agency, phone number and
problem